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EXAMINER	
DESHPANDE, KALYAN K	

ART UNIT	PAPER NUMBER
3623	

DATE MAILED: 01/31/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/002,962	JILK ET AL.	
	Examiner	Art Unit	
	Kalyan K. Deshpande	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *14 November 2001*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-70* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-70* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☒ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date *4/29/02 7/2/02 8/6/04*
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Introduction

1. The following is a non-final office action in response to the communications received on November 14, 2001. Claims 1-70 are now pending in this application.

Information Disclosure Statement

2. The examiner has reviewed the patents and articles supplied in the Information Disclosure Statements (IDS) provided on April 29, 2002, July 2, 2002, and August 6, 2004.

Specification

3. The attempt to incorporate subject matter into this application by reference to U.S. Patent Applications entitled Universal Task Management System, Method and Product for Automatically Managing Remote Workers, Including Assessing the Work Product and Workers and Universal Task Management System, Method and Product for Automatically Managing Remote Workers, Including Automatically Training Workers is ineffective because of a failure to provide a serial numbers for these applications.

Claim Rejections - 35 USC § 112

Claims 1 is rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. The term "substantially" in claim 1 is a relative term which renders the claim indefinite. The term "substantially" is not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one

of ordinary skill in the art would not be reasonably apprised of the scope of the invention.

Double Patenting

4. The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the "right to exclude" granted by a patent and to prevent possible harassment by multiple assignees. A nonstatutory obviousness-type double patenting rejection is appropriate where the conflicting claims are not identical, but at least one examined application claim is not patentably distinct from the reference claim(s) because the examined application claim is either anticipated by, or would have been obvious over, the reference claim(s). See, e.g., In re Berg, 140 F.3d 1428, 46 USPQ2d 1226 (Fed. Cir. 1998); In re Goodman, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); In re Longi, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); In re Van Ornum, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); In re Vogel, 422 F.2d 438, 164 USPQ 619 (CCPA 1970); and In re Thorington, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321(c) or 1.321(d) may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the conflicting application or patent either is shown to be commonly owned with this application, or claims an invention made as a result of activities undertaken within the scope of a joint research agreement.

Effective January 1, 1994, a registered attorney or agent of record may sign a terminal disclaimer. A terminal disclaimer signed by the assignee must fully comply with 37 CFR 3.73(b).

A comparison table for the present application 10/002962 and patents 6859523 and 6938048 is as follows:

Application 10/002962	Patent No. 6859523	Patent No. 6938048
1 + recruiting	1 + evaluating	
2	2	
4	4 + determining which tasks to assess	
6 + recruiting unit	6 + evaluating unit	
7	7	
8	8	
10 + recruiting unit	9 + quality/evaluation unit	1 + training unit
11	10	2
13 + recruiting	11 + assessing	
16	13	
17	14	
18	15	
19	16	
20	17	
21	18	
22	19	
23	20	
24	21	
25	22	
26	23	
32 + recruitment unit	35 + quality unit	
33	37	
35	36 + 39	
37	40	
38	41	
39	42	
40	43	
41	44	
42	45	
43	46	

53 + managing capacity, recruiting	58 + producing result set, assessing quality, certifying workers	
54	59	
57	60	
58 + managing capacity, recruiting	67 + assessing quality, certifying workers	3 + customer of process, source data from customers, receiving task result from workers, post processing, train workers
59	68	
62	69	
64 + recruiting	75 + assessing tasks	
66	76	
69	77	
70	78	

5. Claims 1-2, 4, 6-8, 10-11, 13, 16-26, 32-33, 35, 37-43, 53-54, 57-59, 62, 64, 66, 69-70 are rejected on the ground of nonstatutory obviousness-type double patenting as being unpatentable over claims 1-2, 4, 6-10, 11, 13-23, 35-37, 39-46, 58-60, 67-69, and 75-78 of U.S. Patent No. 6859523 in view of Farenden (U.S. Patent Publication No. 2002/0128892).

As per claims 2, 7, 8, 11, 16-26, 33, 35, 37-43, 54, 57, 59, 62, 66, 69, and 70, Patent No. 6859523 claims 2, 7, 8, 13-23, 36, 37, 39-46, 59, 60, 68, 69, and 75-79 teach all of the elements respectively and are therefore rejected.

As per claim 1, Patent No 6859523 claim 1 teaches all of the elements of the present invention plus additional elements of "assessing the quality of task results" and "evaluating the workers" and minus the elements of automating the recruiting potential workers, receiving responses from potential workers, screening potential workers.

It would have been obvious, at the time of the invention, for one of ordinary skill in the art to omit the additional elements of assessing the quality and evaluating the

workers because one of ordinary skill in the art would have appreciated the underlying remaining functionality would have performed the same. Furthermore, the Courts have held the "omission of the element and its function in combination is obvious expedient if the remaining elements would perform the same functions as before." See *In re Karlson* (CCPA) 136 USPQ 184.

Farenden teaches recruiting potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.); and receiving responses from one or more of the potential workers (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and screening the responding potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.), such that the recruiting is based on information about the stored tasks and occurs automatically substantially without human management (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

An advantage of pooling and screening applicants as potential hires and substantially automating this process is that with a large pool of potential workers is available and screening of the pool of potential workers for certain skills will substantially increase the chances of finding the best person for the available job. The advantage of automating the recruiting process is that it reduces error and overhead

costs by reducing the amount of labor required for recruiting. Furthermore, the Courts have held that the automation of a manual process is within the skill of one of ordinary skill in the art. See *In re Venner*, 120 USPQ 192, 194; 262 F2d 91 (CCPA 1958). It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the Farenden system into the Bunting system interacting with the context manager in order to find the best potential workers for the jobs and reduce error and overhead by substantially automating the process.

As per claim 4, Patent No. 6859523 claim 4 teaches all of the elements of the present invention plus an additional element of "determining which tasks to assess". Claim 6 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 6, Patent No. 6859523 claim 6 teaches all of the elements of the present invention plus an additional element of an "evaluation unit" and minus the element of a "recruiting unit". Claim 6 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 10, Patent No. 6859523 claim 9 teaches all of the elements of the present invention plus an additional element of an "evaluation unit" and minus the element of a "recruiting unit". Claim 10 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 13, Patent No. 6859523 claim 11 teaches all of the elements of the present invention plus an additional element of an "assessing the quality of task results"

and minus the element of a "recruiting potential workers". Claim 13 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 32, Patent No. 6859523 claim 35 teaches all of the elements of the present invention plus an additional element of an "evaluation unit" and minus the element of a "recruiting unit". Claim 32 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 53, Patent No. 6859523 claim 58 teaches all of the elements of the present invention plus additional elements of "producing result data from the tasks results of the tasks of a process and sending the result data to the customer of the process", "assessing the quality of at least some of the task results", and "certifying workers as having one or more task skills" and minus the elements of "managing the capacity of the system based on task load information about the stored tasks" and "recruiting potential workers". Claim 53 recites the limitations of "recruiting potential workers" and additional elements addressed by the rejection of claim 1; therefore the same rejection applies here.

The advantage of managing the resource capacity based on forecasted demand is that it determines the optimal balance of resource overhead costs and customer satisfaction. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the feature of managing the capacity based on projected task demand in order to determine the optimal balance of resource overhead costs and customer satisfaction.

As per claim 58, Patent No. 6859523 claim 67 teaches all of the elements of the present invention plus additional elements of "assessing the quality of at least some of the task results" and "certifying workers as having one or more task skills" and minus the elements of "managing the capacity of the system based on task load information about the stored tasks" and "recruiting potential workers". Claim 58 recites limitations addressed by the rejection of claims 1 and 53; therefore the same rejection applies here.

As per claim 64, Patent No. 6859523 claim 75 teaches all of the elements of the present invention plus an additional element of "assessing at least some tasks" and minus the element of "recruiting potential workers". Claim 32 recites limitations addressed by the rejection of claim 1; therefore the same rejection applies here.

6. Claims 10-11 and 58 rejected on the ground of nonstatutory obviousness-type double patenting as being unpatentable over claims 1-3 of U.S. Patent No. 6938048 in view of Farenden (U.S. Patent Publication No. 2002/0128892).

As per claim 10, Patent No. 6938048 teaches all of the elements of the present invention plus an additional element of a "training unit" and minus the element of "recruitment unit".

It would have been obvious, at the time of the invention, for one of ordinary skill in the art to omit the additional elements of assessing the quality and evaluating the workers because one of ordinary skill in the art would have appreciated the underlying remaining functionality would have performed the same. Furthermore, the Courts have held the "omission of the element and its function in combination is obvious expedient if

the remaining elements would perform the same functions as before." See *In re Karlson* (CCPA) 136 USPQ 184.

Farenden teaches recruiting potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.); and receiving responses from one or more of the potential workers (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and screening the responding potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.), such that the recruiting is based on information about the stored tasks and occurs automatically substantially without human management (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

An advantage of pooling and screening applicants as potential hires and substantially automating this process is that with a large pool of potential workers is available and screening of the pool of potential workers for certain skills will substantially increase the chances of finding the best person for the available job. The advantage of automating the recruiting process is that it reduces error and overhead costs by reducing the amount of labor required for recruiting. Furthermore, the Courts have held that the automation of a manual process is within the skill of one of ordinary skill in the art. See *In re Venner*, 120 USPQ 192, 194; 262 F2d 91 (CCPA 1958). It

would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the Farenden system into the Bunting system interacting with the context manager in order to find the best potential workers for the jobs and reduce error and overhead by substantially automating the process.

As per claims 11, Patent No. 6938048 claims 2 teaches all of the elements respectively.

As per claim 58, Patent No. 6938048 claim 3 teaches all of the elements of the present invention plus additional elements of "storing in the database information on each process, including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any processing and post-processing units", "accepting units of source data from customers", "dispatching, upon receiving a task request from a remote worker, a task from the stored tasks to be completed to the remote worker according to one or more task dispatch rules, wherein the dispatch rules define one or more task skills required of the remote worker to receive the dispatched task", "carrying out any defined post-processing of the task results corresponding to the tasks of a process for a unit of source data to produce result data for the unit of source data", and "automatically training workers at one or more task skills according to one or more related training scenarios selected based on the one or more task skills defined in the dispatch rules and associated with the dispatched task, such that the training of the workers occurs substantially without human management" and minus the elements of "managing capacity based on task load information" and "recruiting potential workers".

Claim 58 recites the limitations of "recruiting potential workers" and omitting additional elements addressed by the rejection of claim 10; therefore the same rejection applies here.

The advantage of managing the resource capacity based on forecasted demand is that it determines the optimal balance of resource overhead costs and customer satisfaction. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the feature of managing the capacity based on projected task demand in order to determine the optimal balance of resource overhead costs and customer satisfaction.

Claim Rejections - 35 USC § 103

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

8. Claims 1-70 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bunting (U.S. Patent No. 6134530) and further in view of Farenden (U.S. Patent Publication No. 2002/0128892).

As per claim 1, Bunting teaches:

A method of automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of unites of source data, the method comprising:

Storing in a database information on each remote worker including one or more task skills of the worker that define the types of task steps the work is certified to carry out (column 4 lines 24-33; where a sales and resource database is used to store information on resources.);

Storing in the database information on the customers (column 4 lines 24-33; where a customer profile database is used to store information on customers.);

Storing in the database information on each process, including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of a prior task steps in the process, and any pre-processing and post-processing required (see column 4 lines 24-33 and figure 5; where the process of call handling is routed to a matching primary resource, based on customer type.);

Receiving the units of source data from the customers (see column 4 lines 24-33; where a receiver for receiving customer data is used.);

Carrying out any defined pre-processing for the received source data (see column 4 lines 24-33; where a processor determines the customer type.);

Storing in a task data structure information on tasks to be completed, each task defined by a task step and a unit of input for the task step (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.);

Storing in the database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out (see column 4 lines 22-33, column 8 lines 48-55, and column 12 lines 18-55; where a database contains employee profiles and employee skills.);

Receiving requests from one or more of the remote workers for tasks (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where employees submit requests for tasks to be completed.);

Upon receiving a task request from a remote worker, dispatching a task from the stored tasks to be completed to the remote worker according to one or more task dispatch rules (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

Receiving the task results from the remote workers for the task dispatched to the workers (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.);

Carrying out any defined post-processing of the task results corresponding to the tasks of a process for a unit of source data to produce result data for the unit of source data (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules.);

Sending the result data to the customers (see column 8 lines 16-19 and column 9 lines 20-45; where the results of are communicated to the customer.);

Managing the capacity of the system based on information about the stored tasks (see column 7 lines 53-63; where overflow rules are defined for better management.);

Bunting fails to teach:

Recruiting potential workers; and

Receiving responses from one or more of the potential workers; and

Screening the responding potential workers, each successfully screened potential worker becoming an applicant

Such that the recruiting is based on information about the stored tasks and occurs automatically substantially without human management.

Farenden teaches:

Recruiting potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.); and

Receiving responses from one or more of the potential workers (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and

Screening the responding potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.),

Such that the recruiting is based on information about the stored tasks and occurs automatically substantially without human management (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

An advantage of pooling and screening applicants as potential hires and substantially automating this process is that with a large pool of potential workers is available and screening of the pool of potential workers for certain skills will substantially increase the chances of finding the best person for the available job. The advantage of automating the recruiting process is that it reduces error and overhead costs by reducing the amount of labor required for recruiting. Furthermore, the Courts have held that the automation of a manual process is within the skill of one of ordinary skill in the art. See *In re Venner*, 120 USPQ 192, 194; 262 F2d 91 (CCPA 1958). It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate the Farenden system into the Bunting system interacting with the context manager in order to find the best potential workers for the jobs and reduce error and overhead by substantially automating the process.

As per claim 2, Bunting teaches:

A method as recited in claim 1, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Bunting does not expressly teach the specific data recited in claim 2; however, these differences are only found in the non-functional descriptive material and are not functionally involved in the steps recited nor do they alter the recited structural elements. The recited method steps would be performed the same regardless of the specific data. Further, the structural elements remain the same regardless of the specific data. Thus, this descriptive material will not distinguish the claimed invention from the prior art in terms of patentability, *see In re Gulack, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); In re Lowry, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994); MPEP ∋ 2106.*

As per claim 3, Bunting teaches:

A method as recited in claim 1, further comprising:

Certifying applicants and workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks); and

Automatically training workers at one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 4, Bunting teaches:

A method as recited in claim 1, further comprising:

Assessing the quality of at least some of the task results (see column 9 lines 59-67 and column 10 lines 1-17; where a quality assurance center monitors tasks to assess their quality.).

As per claim 5, Bunting fails to teach:

Wherein the recruiting includes:

Placing one or more recruiting messages based on information about the stored tasks;

Receiving a response from potential workers; and

Administering a screening test to the responding potential workers.

Farenden teaches:

wherein the recruiting includes:

Placing one or more recruiting messages based on information about the stored tasks (see ¶¶ 117-128; where information regarding job descriptions are entered on to the website and potential workers can search the messages for tasks they are interested in.);

Receiving a response from a potential worker (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and

Administering a screening test to the responding potential worker (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

The advantages placing one or more recruiting messages regarding the job description is to generate interest in the job and increase the number of potential workers interested in the job. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate placing messages regarding job descriptions to the Bunting system (as is discussed in the rejection of claim 1) in order to generate more interest in the job and generate a larger pool of potential workers interested in the job.

The limitations "receiving a response from a potential worker" and "administering a screening test to the responding potential worker" are addressed in the rejection of claim 1; therefore the same rejection applies here.

As per claim 6, Bunting teaches:

A system for automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of associated source data units, the system connected to a network, each worker having one or more task skills and able to communicate with the system using a worker terminal connectable to network, the system comprising:

A storage subsystem containing a task data structure to store tasks to be completed, each task defined by a task step and a unite of input for the task step (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.);

A pre-processor coupled to the storage subsystem to accept units of source data from the customers and carry out any defined pre-processing for the accepted source data (see column 4 lines 24-33 and figure 5; where the process of call handling is routed to a matching primary resource, based on customer type.);

A task dispatcher coupled to the network and to the task data structure to accept requests from one or more of the remote workers for tasks and to dispatch a task from the task data structure to a remote worker requesting tasks, the dispatching according to one or more task dispatch rules (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

A task submission unit coupled to network to receive the task results from the remote workers for the task dispatched to the workers (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

A post-processor coupled to the network to receive the task results from the remote workers for the task dispatched to the workers (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules.);

A post-processor coupled to the network and to the quality unit to produce result data from the task results corresponding to the tasks of a process for a unit of source data, including any defined post-processing of the task results, and to send the result data to the customer of the process (see column 4 lines 24-33, column 8 lines 16-19,column 8 lines 48-55, column 9 lines 20-45, column 9 lines 59-67, column 10 lines 1-17, and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules. A quality assurance center monitors tasks to assess their quality. The results are communicated to the customer.);

A capacity manager coupled to the task dispatcher, to the task data structure, and to the evaluation unit to manage the capacity of the system based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills (see column 7 lines 53-63; where overflow rules are defined for better management.);

A certification unit coupled to the dispatcher to certify workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

Bunting fails to teach:

A recruitment and screening unit coupled to the capacity manager to the network to recruit potential workers, and to screen potential workers, each successfully screened potential worker becoming an applicant;

Such that the recruiting is based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills, and occurs automatically substantially without human management.

Farenden teaches:

A recruitment and screening unit coupled to the capacity manager to the network to recruit potential workers, and to screen potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 10-11 and 143-160; where potential workers are screened to match skills of a required job.);

Such that the recruiting is based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills, and occurs automatically substantially without human management (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

These limitations are addressed in the rejection of claim 1; therefore the same rejection applies here.

As per claim 7, Bunting teaches:

A system as recited in claim 6, wherein the storage subsystem further includes

A database storing information on each remote worker including one or more task skills of the worker that defined the types of task steps the worker is certified to carry out, information on one or more customers, and information on each process, the process information including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from

the results of prior task steps in the process, and any preprocessing and post-processing required (see column 4 lines 24-33 and figure 5; where a database stores information on works, customers, and processes. The process information contains steps to be performed in the processing and information from previous processing steps is supplied. Requirements to perform the processing is also available.); and

A data store for storing input and output information for the tasks, and

Wherein coupling between the certification unit and each of the task dispatcher and capacity manager is via the database (column 8 lines 25-55; where the context manager coordinates information between all of the modules and systems. The context manager is present for determining specially skilled workers, the dispatching of tasks, and balancing the capacity of the sytem.).

As per claim 8, Bunting teaches:

A system as recited in claim 6, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 8 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 9, Bunting teaches:

A system as recited in claim 6, further comprising:

a training unit coupled to the network, to the capacity manager, and to the certification unit to automatically train applicants and workers at one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 10, Bunting teaches:

A system for automatically managing a plurality of remote workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of associated source data units, the system connected to a network, each worker able to communicate with the system using a worker terminal connectable to network, the system comprising:

a storage subsystem containing:

a database storing information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out, information on one or more customers, and information on each process, the process information including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any pre-processing and post processing required (see column 4 lines 24-33 and figure 5; where a database

stores information on works, customers, and processes. The process information contains steps to be performed in the processing and information from previous processing steps is supplied. Requirements to perform the processing are also available.);

a task data structure to store tasks to be completed, each task defined by a task step and a unit of input for the task step (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.); and

a data store for storing input and output information for the tasks (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred and submit output information for tasks submitted.);

a mechanism coupled to the storage subsystem to accept units of source data from the customers (see column 4 lines 24-33; where a receiver for receiving customer data is used.);

a pre-processor coupled to the storage subsystem to can-y out any defined pre-processing for the accepted source data (see column 4 lines 24-33; where a processor determines the customer type.);

a mechanism coupled to the network to accept requests from one or more of the remote workers for tasks (see column 4 lines 24-33, column 8 lines 48-55, and

column 12 lines 18-55; where employees submit requests for tasks to be completed.);

a task dispatcher coupled to the storage subsystem and to the network for dispatching a task from the task data structure to a remote worker requesting tasks, the dispatching according to one or more task dispatch rules (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

a task submission unit coupled to the storage subsystem to receive the task results from the remote workers for the task dispatched to the workers (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.);

a post-processor coupled to the storage subsystem to carry out any defined post-processing of the task results corresponding to the tasks of a process for a unit of source data to produce result data for the unit of source data (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules.);

a mechanism coupled to the storage subsystem to send the result data to the customers (see column 8 lines 16-19 and column 9 lines 20-45; where the results of are communicated to the customer.);

a capacity manager coupled to the storage subsystem to manage the capacity of the system based on task load information on the tasks in the task data structure, on the available workers, and on the available worker task skills (see column 8 lines 16-19 and column 9 lines 20-45; where the results of are communicated to the customer.).

Bunting fails to teach:

a recruitment/screening unit coupled to the storage subsystem to recruit potential workers, and to screen potential workers, each successfully screened potential worker becoming an applicant.

Farenden teaches:

a recruitment/screening unit coupled to the storage subsystem to recruit potential workers, and to screen potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 10-11 and 143-160; where potential workers are screened to match skills of a required job.).

These limitations are addressed in the rejection of claim 1; therefore the same rejection applies here.

As per claim 11, Bunting teaches:

A system as recited in claim 10, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 11 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 12, Bunting teaches:

A system as recited in claim 10, further comprising:

a quality unit coupled to the storage subsystem to assess the quality of at least some of the task results (see column 9 lines 59-67 and column 10 lines 1-17; where a quality assurance center monitors tasks to assess their quality.);

an evaluation unit coupled to the storage subsystem to evaluate the workers who carried out the tasks that produced the task results whose quality is assessed (see column 9 lines 59-67 and column 10 lines 1-17; where a quality assurance center monitors tasks to assess their quality.);

a training unit coupled to the storage subsystem to train applicants and workers at one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks); and

a certification unit coupled to the storage subsystem to certify applicants and workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 13, Bunting teaches:

A method of automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the method comprising:

storing in a database information on each worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out (column 4 lines 24-33; where a sales and resource database is used to store information on resources.);

storing in the database information on each process (see column 4 lines 24-33 and figure 5; where the process of call handling is routed to a matching primary resource, based on customer type.);

receiving the units of source data (see column 4 lines 24-33; where a receiver for receiving customer data is used.);

storing in a task data structure information on tasks to be completed, each task defined by a task step and input for the task step (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.);

storing in the database information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out (see column 11 lines 4-25; where specially trained workers are routed specific tasks);

dispatching a task from the stored tasks to be completed to a worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

receiving the task result from the worker for the task dispatched to the worker after the worker completes the task (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.).

Bunting fails to teach:

recruiting potential workers,

wherein the recruiting occurs automatically based on task load information about the stored tasks.

Farenden teaches:

recruiting potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.),

wherein the recruiting occurs automatically based on task load information about the stored tasks (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

These limitations are addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 14, Bunting teaches:

A method as recited in claim 13, further comprising:

managing the capacity based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills (see column 7 lines 53-63; where overflow rules are defined for better management.).

As per claim 15, Bunting teaches:

A method as recited in claim 14, wherein managing the capacity further includes projecting the task demand (see column 4 lines 18-33; where the capacity manager handles projecting where the task demand overflow will go, to either primary or secondary resource types.)

Bunting fails to teach:

commencing the recruiting when a shortfall is predicted.

Farenden teaches a system and method for real time recruiting of potential workers to fill benchmark gaps in personnel (see ¶¶ 11 and 166). It is old and well-known in the art to commence an activity when a forecasted benchmark gap is determined. The advantage of commencing recruiting when a gap is predicted is that that gap can be filled as soon as possible. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate commencing recruiting when the Bunting system capacity manager determines an overflow of task demand in order to fill the personnel voids as soon as possible.

As per claim 16, Bunting teaches:

A method as recited in claim 13, wherein dispatching is to a remote worker via the Internet and wherein the remote worker completes the task at remote location

(see column 8 lines 13-28; where the system is run on separate engines across the internet. Incoming calls are routed to the intranet systems which select a resource to redirect the calls to. The entire system is connected to the internet, as customers can also be contacted via the Internet.).

As per claim 17, Bunting teaches:

A method as recited in claim 16, wherein the storing of process information includes storing information on any required pre-processing of source data and on any required post-processing, and wherein the source data receiving includes carrying out any pre- processing required for the source data according to the stored process information, and wherein the producing result data further includes carrying out any post-processing required according to the stored process information (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules.).

As per claim 18, Bunting teaches:

A method as recited in claim 13, wherein the dispatching occurs upon receiving a task request from the worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 19, Bunting teaches:

A method as recited in claim 13, wherein the task request is received from the worker automatically when the worker logs on (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 20, Bunting teaches:

A method as recited in claim 13, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 20 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 21, Bunting teaches:

A method as recited in claim 13, further comprising:

certifying workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 22, Bunting teaches:

A method as recited in claim 21, wherein the dispatching occurs according to a set of one or more dispatch rules (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs.).

As per claim 23, Bunting teaches:

A method as recited in claim 22, wherein the dispatch rules includes that the worker a task is assigned to must have the task skill for the task step (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs. The routing selects resources with specialized training and skills to match the tasks assigned.).

As per claim 24, Bunting teaches:

A method as recited in claim 22, wherein the dispatching further occurs to satisfy one or more task dispatch objectives (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs. The routing selects resources with specialized training and skills to match the tasks assigned. Task assignment is balanced to match incoming requests. Calls are put in queues to maintain balancing, which is a dispatch objective.).

As per claim 25, Bunting teaches:

A method as recited in claim 22, wherein the task data structure is part of the database and wherein the dispatching includes forming a query on the database (see column 2 lines 11-22 and column 7 lines 24-52; where the CTI interface retrieves data from a database. The retrieval process requires the interface submitting queries to the database.).

As per claim 26, Bunting fails to explicitly teach the use of a relational database including a set of tables. It is old and well-known in the art to use relational databases for applications that require extensive data transactions. It is also old and well-known in the art for a relational database to consist of tables. The advantages of using a relational database are that relational database are easy to create, access, and to extend without disrupting existing applications. The advantage tables (relations) in a relational database is the clear organization of data. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to use a relational database in the Bunting system in order to have a database that is easy to create, access, and extend. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to use a relational database consisting of tables in order to organize data better.

As per claim 27, Bunting fails to teach:

screening the responding potential workers by administering a screening test.

Farenden teaches:

screening the responding potential workers by administering a screening test (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

This limitation is addressed by the rejection of claim 1; therefore the same rejection applies here.

As per claim 28, Bunting teaches:

A method as recited in claim 27, further comprising:

automatically training workers at one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 29, Bunting fails to teach:

placing one or more recruiting messages based on information about the stored tasks;

receiving a response from a potential worker; and

administering a screening test to the responding potential worker.

Farenden teaches:

placing one or more recruiting messages based on information about the stored tasks (see ¶¶ 117-128; where information regarding job descriptions are entered on to the website and potential workers can search the messages for tasks they are interested in.);

receiving a response from a potential worker (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and

administering a screening test to the responding potential worker (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

Claim 29 recites limitations already addressed by the rejection of claims 1 and 5; therefore the same rejection applies to this claim.

As per claim 30, Bunting fails to teach:

Deciding to hire a particular applicant;

Contacting the particular applicant;

Receiving from the particular applicant an expression of interest and resume information; and

Checking resume information.

Farenden teaches:

deciding to hire a particular applicant (see ¶¶ 176-189; where a decision to make an offer to an applicant is made.);

contacting the particular applicant (see ¶¶ 176-189; where the particular applicant is contacted.);

receiving from the particular applicant an expression of interest and resume information (see ¶¶ 176-189; where the applicant's response to the offer is collected.); and

checking resume information (see ¶¶ 116-142; where the potential worker enters in their personal information and skill information. The personal and skill information is the same information that is generally found on a resume. Staffing specialist screen through this information to determine which potential workers will become applicants.).

The advantage of performing the steps of checking an applicant's resume, deciding the hire the applicant, contacting the applicant, and receiving applicant's decision on the offer is that the due diligence of hiring an applicant is completed. It would have been obvious, at the time of the invention, for one of ordinary skill in the art

to incorporate these steps to the recruiting process in order to satisfy due diligence of hiring an applicant.

As per claim 31, Bunting fails to teach:

A method as recited in claim 30, wherein the checking of resume information includes creating a task in the task data structure for dispatching to a worker.

Farenden teaches screening the applicants for specific skills (see ¶¶ 143-160). The advantage of screening the applicants for a specific skill is that the voids in the required personnel necessary to continue workflow can be satisfied. It would have been obvious, at the time of the invention, for one of ordinary skill in the art to incorporate recruiting for a specific skill to the Bunting system in order to fill the voids in personnel that are necessary to continue workflow.

As per claim 32, Bunting teaches:

A system for automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of associated source data units, the system connected to a network, each worker having one or more task skills and able to communicate with the system using a worker terminal connectable to network, the system comprising:

a storage subsystem containing a task data structure to store tasks to be completed, each task defined by a task step and input for the task step from source data received from the customer (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are

distributed to qualified employees and the employees input requests for tasks they need transferred.);

a task dispatcher coupled to the network and to the task data structure to dispatch a task from the task data structure to an available worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

a task submission unit coupled to network to receive the task result from the worker for the task dispatched to the worker (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.); a

a capacity manager coupled to the task dispatcher and to the task data structure to manage the capacity of the system based on task load information on the tasks in the task data structure (see column 7 lines 53-63; where overflow rules are defined for better management.).

Bunting fails to teach:

a recruitment unit coupled to the capacity manager and to the network to recruit potential workers;

such that the recruitment unit recruits workers automatically substantially without human upon instruction from the capacity manager.

Farenden teaches:

a recruitment unit coupled to the capacity manager and to the network to recruit potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.);

such that the recruitment unit recruits workers automatically substantially without human upon instruction from the capacity manager (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

Claim 32 recites limitations already addressed by the rejection of claims 1 and 15; therefore the same rejection applies to this claim.

As per claim 33, Bunting fails to teach:

wherein the recruitment unit further is to screen potential workers, each successfully screened potential worker becoming an applicant.

Farenden teaches:

wherein the recruitment unit further is to screen potential workers, each successfully screened potential worker becoming an applicant (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

Claim 33 recites limitations already addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 34, Bunting teaches:

A system as recited in claim 33, further comprising:

a training unit coupled to the network and to the capacity manager to automatically train workers at one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks); and

a certification unit coupled to the capacity manager and the training unit to automatically certify workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks).

As per claim 35, Bunting teaches:

A system as recited in claim 32, further comprising:

a certification unit coupled to the capacity manager and the training unit to automatically certify workers as having one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks)

wherein the storage subsystem further includes

a database storing information on each remote worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out, information on one or more customers, and information on each process, the process information including the customer of the process, the order of carrying out the task steps of the process, how the input for each task step is obtained from the results of prior task steps in the process, and any pre- processing and post-processing required (see column 4 lines 24-33 and figure 5; where a database stores information on works, customers, and processes. The process information contains steps to be performed in the processing and information from previous

processing steps is supplied. Requirements to perform the processing is also available.); and

a data store for storing input and output information for the tasks, and wherein the coupling between the certification unit and each of the task dispatcher and the capacity manager is via the database (column 8 lines 25-55; where the context manager coordinates information between all of the modules and systems. The context manager is present for determining specially skilled workers, the dispatching of tasks, and balancing the capacity of the system.).

As per claim 36, Bunting teaches:

A system as recited in claim 35, further comprising:

a post-processor coupled to the network and to the quality unit to produce result data from the task results of the tasks a process and to send the result data to the customer of the process (see column 4 lines 24-33, column 8 lines 16-19,column 8 lines 48-55, column 9 lines 20-45, column 9 lines 59-67, column 10 lines 1-17, and column 12 lines 18-55; where the results from tasks performed for the customer are recorded. Post processing of this data is done by user specified rules. A quality assurance center monitors tasks to assess their quality. The results are communicated to the customer.).

As per claim 37, Bunting teaches:

A system as recited in claim 35, wherein dispatching is to a remote worker via the Internet and wherein the remote worker completes the task at remote location (see column 8 lines 13-28; where the system is run on separate engines across the

internet. Incoming calls are routed to the intranet systems which select a resource to redirect the calls to. The entire system is connected to the internet, as customers can also be contacted via the Internet.).

As per claim 38, Bunting teaches:

A system as recited in claim 32, wherein the dispatching occurs upon receiving a task request from the worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 39, Bunting teaches:

A system as recited in claim 32, wherein the task request is received from the worker automatically when the worker logs on (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 40, Bunting teaches:

A system as recited in claim 32, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 40 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 41, Bunting teaches:

A system as recited in claim 35, wherein the task data structure is part of the database (see column 2 lines 11-22 and column 7 lines 24-52; where the CTI interface retrieves data from a database. The retrieval process requires the interface submitting queries to the database.).

As per claim 42, Bunting teaches:

A system as recited in claim 35, wherein the data store is part of the database (see column 2 lines 11-22 and column 7 lines 24-52; where data is stored in a database.).

As per claim 43, Bunting fails to explicitly teach the use of a relational database including a set of tables. This claim recites limitations address by the rejection of claim 26; therefore the same rejection applies here.

As per claim 44, Bunting teaches:

A system as recited in claim 35, wherein the dispatching occurs according to a set of one or more dispatch rules (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs.).

As per claim 45, Bunting teaches:

A system as recited in claim 44, wherein the dispatch rules includes that the worker a task is assigned to must have the task skills for the task step (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs. The routing selects resources with specialized training and skills to match the tasks assigned.).

As per claim 46, Bunting teaches:

A system as recited in claim 44, wherein the dispatching further occurs to satisfy one or more task dispatch objectives (see column 8 lines 9-28; where predefined routing rules govern how call routing/dispatching occurs. The routing selects resources with specialized training and skills to match the tasks assigned. Task assignment is balanced to match incoming requests. Calls are put in queues to maintain balancing, which is a dispatch objective.).

As per claim 47, Bunting teaches:

A system as recited in claim 44, wherein the task data structure is part of the database and wherein the dispatching includes forming a query on the database (see column 2 lines 11-22 and column 7 lines 24-52; where the CTI interface retrieves data from a database. The retrieval process requires the interface submitting queries to the database.).

As per claim 48, Bunting fails to explicitly teach the use of a relational database including a set of tables. This claim recites limitations address by the rejection of claim 26; therefore the same rejection applies here.

As per claim 49, Bunting fails to teach:

wherein the recruitment unit further screens the potential workers by administering a screening test.

Farenden teaches:

wherein the recruitment unit further screens the potential workers by administering a screening test (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

Claim 49 recites limitations already addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 50, Bunting fails to teach:

placing one or more recruiting messages based on information about the stored tasks;

receiving a response from a potential worker; and

administering a screening test to the responding potential worker.

Farenden teaches:

placing one or more recruiting messages based on information about the stored tasks (see ¶¶ 117-128; where information regarding job descriptions are entered on to the website and potential workers can search the messages for tasks they are interested in.);

receiving a response from a potential worker (see ¶¶ 116-142, 178, 181-189; where potential workers responses are collected, including responses as to personal information, skills information, job preference, hiring process questionnaire, and acceptance or decline of a position of employment.); and

administering a screening test to the responding potential worker (see ¶¶ 143-160; where potential workers are screened to match skills of a required job.).

Claim 50 recites limitations already addressed by the rejection of claims 1 and 5; therefore the same rejection applies to this claim.

As per claim 51, Bunting fails to teach:

Deciding to hire a particular applicant;

Contacting the particular applicant;

Receiving from the particular applicant an expression of interest and resume; and

Checking resume information.

Farenden teaches:

deciding to hire a particular applicant (see ¶¶ 176-189; where a decision to make an offer to an applicant is made.);

contacting the particular applicant (see ¶¶ 176-189; where the particular applicant is contacted.);

receiving from the particular applicant an expression of interest and resume information (see ¶¶ 176-189; where the applicant's response to the offer is collected.); and

checking resume information (see ¶¶ 116-142; where the potential worker enters in their personal information and skill information. The personal and skill information is the same information that is generally found on a resume. Staffing specialist screen through this information to determine which potential workers will become applicants.).

Claim 51 recites limitations already addressed by the rejection of claim 30; therefore the same rejection applies to this claim.

As per claim 52, Bunting fails to teach:

A system as recited in claim 51, wherein the checking of resume information includes creating a task in the task data structure for dispatching to a worker.

Farenden teaches screening the applicants for specific skills (see ¶¶ 143-160).

Claim 52 recites limitations already addressed by the rejection of claim 31; therefore the same rejection applies to this claim.

As per claim 53, Bunting teaches:

A system for automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task

steps and a set of units of source data, the method comprising:

a storage means containing:

a database for storing information on each process and information on each worker including one or more task skills of the worker that define the types of task steps the worker is certified to carry out (column 4 lines 24-33 and figure 5; where a sales and resource database is used to store information on resources. The process of call handling is routed to a matching primary resource, based on customer type.), and

a task data structure for storing information on tasks to be completed, each task defined by a task step and input for the task step (column 6 line 8-9, column 8 lines

48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.);

means for receiving the units of source data (see column 4 lines 24-33; where a receiver for receiving customer data is used.);

means for dispatching a task from the stored tasks to be completed to a worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

means for receiving the task result from the worker for the task dispatched to the worker after the worker completes the task (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.);

means for managing the capacity of the system based on task load information about the stored tasks (see column 7 lines 53-63; where overflow rules are defined for better management.).

Bunting fails to teach:

means for recruiting potential workers based on the task load information.

Farenden teaches a system and method for real time recruiting of potential workers to fill benchmark gaps in personnel (see ¶¶ 11 and 166).

Claim 53 recites limitations already addressed by the rejection of claim 15; therefore the same rejection applies to this claim.

As per claim 54, Bunting teaches:

A system as recited in claim 53, wherein the system is coupled to the Internet and wherein the dispatching means dispatches to a remote worker via the Internet and wherein the remote worker completes the task at remote location (see column 8 lines 13-28; where the system is run on separate engines across the internet. Incoming calls are routed to the intranet systems which select a resource to redirect the calls to. The entire system is connected to the internet, as customers can also be contacted via the Internet.).

As per claim 55, Bunting teaches:

A system as recited in claim 53, wherein the dispatching means dispatches upon receiving a task request from the worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 56, Bunting teaches:

A system as recited in claim 53, wherein the task request is received from the worker automatically when the worker logs on to the system (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 57, Bunting teaches:

A system as recited in claim 53, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 57 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 58, Bunting teaches:

A carrier medium carrying computer readable code segments to instruct one or more processors of a processing system to carry out a method of automatically managing a plurality of workers carrying out a variety of jobs for one or more customers, each job including a process of a set of one or more task steps and a set of units of source data, the medium comprising:

one or more code segments to instruct the one or more processors to store in a database information on each remote worker and on each process, the worker information including one or more task skills of the worker that define the types of task steps the worker is certified to carry out (column 4 lines 24-33 and figure 5; where a sales and resource database is used to store information on resources.

The process of call handling is routed to a matching primary resource, based on customer type.);

one or more code segments to instruct the one or more processors to store in a task data structure information on tasks to be completed, each task defined by a task step and input for the task step corresponding to source data from the customer of the process of the task step (column 6 line 8-9, column 8 lines 48-55, and column 12 lines 18-55; where tasks are determined for customers. The tasks are distributed to qualified employees and the employees input requests for tasks they need transferred.);

one or more code segments to instruct the one or more processors to dispatch a task from the stored tasks to be completed to a worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.);

one or more code segments to instruct the one or more processors to accept task result from the worker for the task dispatched to the worker (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.);

one or more code segments to instruct the one or more processors to manage capacity the capacity of the system based on task load information on the stored tasks (see column 7 lines 53-63; where overflow rules are defined for better management.).

Bunting fails to teach:

one or more code segments to instruct the one or more processors to recruit potential workers based on the task load information.

Farenden teaches a system and method for real time recruiting of potential workers to fill benchmark gaps in personnel (see ¶¶ 11 and 166).

Claim 59 recites limitations already addressed by the rejection of claim 15; therefore the same rejection applies to this claim.

As per claim 59, Bunting teaches:

A carrier medium as recited in claim 58, wherein dispatching is to a remote worker via the Internet and wherein the remote worker completes the task at remote location (see column 8 lines 13-28; where the system is run on separate engines across the internet. Incoming calls are routed to the intranet systems which select a resource to redirect the calls to. The entire system is connected to the internet, as customers can also be contacted via the Internet.).

As per claim 60, Bunting teaches:

A carrier medium as recited in claim 58, wherein the dispatching occurs upon receiving a task request from the worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 61, Bunting teaches:

A carrier medium as recited in claim 58, wherein the task request is received from the worker automatically when the worker logs on (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 62, Bunting teaches:

A carrier medium as recited in claim 58, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 62 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 63, Bunting teaches:

A carrier medium as recited in claim 58, wherein managing the capacity further includes projecting the task demand based on the distribution of tasks in the task data structure, required task skills, and available workers having the required task skills (see column 4 lines 18-33; where the capacity manager handles projecting

where the task demand overflow will go, to either primary or secondary resource types.).

Bunting fails to teach:

commencing the recruiting when a shortfall is predicted.

Farenden teaches a system and method for real time recruiting of potential workers to fill benchmark gaps in personnel (see ¶¶ 11 and 166).

Claim 63 recites limitations already addressed by the rejection of claims 1 and 15; therefore the same rejection applies to this claim.

As per claim 64, Bunting teaches:

A computer implemented method of automatically managing one or more human workers carrying out variety of processes, each process to manipulating source data to produce result data, the process including a set of one or more task steps, each task step having an input corresponding to the source data and when completed on the input resulting in a corresponding task result, the method comprising for each process:

receiving units of source data from a customer (see column 4 lines 24-33; where a receiver for receiving customer data is used.); and

for each unit of source data for each task step of the set for the unit of source data;

dispatching the task step and its corresponding input unit to a worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where

task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.); and

receiving from the worker, after the worker carries out the dispatched task step on the input unit, the task result corresponding to the dispatched task step and input unit (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.).

wherein each worker is certified to have one or more task skills (see column 11 lines 4-25; where specially trained workers are routed specific tasks),

wherein each task step requires a corresponding task skill (see column 11 lines 4-25; where specially trained workers are routed specific tasks), and

wherein the dispatching of any task step occurs automatically substantially without human intervention to a worker who is certified to have the corresponding task skill of the task step (see column 7 lines 53-63; where the system automatically routes tasks to the employs. The load is balanced by the system to account for overflow.).

Bunting fails to teach:

recruiting potential workers;

wherein the recruiting occurs automatically based on task load information about the stored tasks,

Farenden teaches:

recruiting potential workers (see ¶¶ 10 and 11; where the recruiting of potential workers is done.);

wherein the recruiting occurs automatically based on task load information about the stored tasks (¶¶ 122, 126, 164, 165, 166, 177, 184, and 187; where substantial steps of the recruiting process are automated by the recruiting system.).

Claim 64 recites limitations already addressed by the rejection of claim 1; therefore the same rejection applies to this claim.

As per claim 65, Bunting teaches:

A method as recited in claim 64, wherein the variety of jobs include a plurality of members of the set consisting of: data entry, telesales, call center quality assurance (see column 4 lines 24-33, column 8 lines 48-67, column 9 lines 59-67, and column 12 lines 18-55; where jobs consist of data entry, telesales, and call center quality assurance.).

Bunting fails to teach:

voice transcription, translation, image categorization, sales lead incubation, auditing, repair of documents after OCR, photo retouching, paralegal processes, and editorial work.

Claim 65 recites limitations already addressed by the rejection of claim 2; therefore the same rejection applies to this claim.

As per claim 66, Bunting teaches:

A method as recited in claim 64, wherein the task step dispatching is from a server computer system over a network to a remote worker, and wherein the worker carries out the task step at a location remote from the server computer system (see column 8 lines 13-28; where the system is run on separate engines across the internet. Incoming calls are routed to the intranet systems which select a resource to redirect the calls to. The entire system is connected to the internet, as customers can also be contacted via the Internet.).

As per claim 67, Bunting teaches:

A method as recited in claim 66, wherein the dispatching occurs upon receiving a task request from the worker (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where employees submit requests for tasks to be completed.).

As per claim 68, Bunting teaches:

A method as recited in claim 66, wherein the task request is received from the worker automatically when the worker logs on (see column 4 lines 24-33, column 8 lines 48-55, and column 12 lines 18-55; where task requests are transferred to a queue until it is assigned to another employee, where the employee it is transferred to is determined by rules.).

As per claim 69, Bunting teaches:

A method as recited in claim 66, wherein the source data and the result data is provided in electronic form (see column 4 lines 24-33, column 8 lines 16-19, and

column 9 lines 20-45; where all data is in a format capable of being sent to the database. This format requires the data to be in electronic form.).

As per claim 70, Bunting teaches:

A method as recited in claim 69, further comprising, for each unit of source data, generating the result data for the unit of source data from one or more of the task results corresponding to the task steps of the set (see column 4 lines 24-33, column 8 lines 48-55, column 9 lines 28-45; and column 12 lines 18-55; where the results from tasks performed for the customer are recorded.); and

sending the result data for the unit of source data to the customer (see column 8 lines 16-19 and column 9 lines 20-45; where the results of are communicated to the customer.).

Conclusion

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. The following are pertinent to the current invention, though not relied upon:

Guheen (U.S. Patent No. 6519571) teaches a customer profiling method.

Bowman-Amuah (U.S. Patent No. 6601234) teaches a system and method are provided for controlling access to data of a business object via an attribute dictionary.

Fuselier et al. (U.S. Patent No. 6920495) teaches a method for facilitating Web-based information exchange includes providing a centralized Web structure for the Web-based information of an organization.

Crockett (U.S. Patent No. 5325292) teaches a call center scheduling method using touring templates.

Cochran et al. (Cochran, J.K.; Chu, D.E.; Chu, M.D; "Optimal Staffing for Cyclically Scheduled Processes", *International Journal of Production Research*, 1997, pp. 3393-3403) teaches a scheduling method over several time periods.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kalyan K. Deshpande whose telephone number is (571) 272-5880. The examiner can normally be reached on M-F 8am-5pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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